

U.S. Application No. 09/539,972
Attorney Docket No. 99-837 RCE 3
Customer No. 32,127

AMENDMENTS TO THE CLAIMS:

Applicants cancel claims 7 and 8, add new claims 19-23, and amend claims 1, 3-6, 16, and 17 as denoted in the following listing. This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving component access information for accessing at least one component in a network;

collecting new network component information from the at least one component based on the component access information;

storing the new network component information in a temporary database;

comparing the temporary database with a generic information model database;

modifying the generic information model database according to comparison rules;

receiving identification data corresponding to a customer in a network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing [[a]] the generic information model database for one or more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and

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providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having heterogeneous network components associated with the selected customer record and the heterogeneous network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of the heterogeneous network components spanning the customer and the specific service.

Claim 2 (Canceled).

3. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

receiving component access information for accessing at least one component in a network;

populating a permanent database with network component information, the permanent database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;

accessing the permanent database for one or more customer records corresponding to the customer identification data;

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receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; [[and]]

collecting new network component information from the at least one component based on the component access information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database;

modifying the permanent database according to comparison rules; and

providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer records contains the actual circuit path information having heterogeneous network components associated with the customer record and the heterogeneous network components support a specific service for the customer, and wherein the actual circuit path information is used to generate a graphical representation of the heterogeneous network components spanning the customer and the specific service.

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4. (Currently Amended) The method of claim 3, said populating step further comprising:

sending the component access information to an element management system, the element management system retrieving network component information from at least one component in the network;
receiving the network component information from the element management system; and
storing the network component information in the permanent database.

5. (Currently Amended) The method of claim 3, further comprising:

updating modifying the permanent database based on an automatic event.

6. (Currently Amended) The method of claim 3, further comprising:

updating modifying the permanent database based on a manual event.

Claims 7-15 (Cancelled).

16. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving component access information for accessing at least one component in a network;

collecting new network component information from the at least one component based on the component access information;

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storing the new network component information in a temporary database;
comparing the temporary database with a generic information model
database;
modifying the generic information model database according to
comparison rules;
receiving identification data corresponding to a customer in a network,
wherein the customer is an entity of a type selected from the group
consisting of a natural person, a company, an organization, and an
enterprise;
accessing [[a]] the generic information model database for one or more
customer records corresponding to the customer identification data;
receiving selection information identifying a selected one of the one or
more customer records, wherein the selected customer record
corresponds to the customer; and
providing actual circuit path information corresponding to a customer
service based on the selected customer record, wherein the
selected customer record contains the actual circuit path
information having network components associated with the
selected customer record and the network components support a
specific service for the customer, and wherein the actual circuit
path information is used to generate a graphical representation of a
customer path spanning the customer and the specific service.

17. (Currently Amended) A method for customer centric network management in a
network comprising the steps, performed by a processor, of:

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receiving component access information for accessing at least one component in a network;
populating a generic information model database with network component information, the database storing the network component information according to a generic information model;
collecting new network component information from the at least one component based on the component access information;
storing the new network component information in a temporary database;
comparing the temporary database with the permanent database;
modifying the permanent database according to comparison rules;
receiving customer identification data corresponding to a customer in the network, wherein the customer is an entity of a type selected from the group consisting of a natural person, a company, an organization, and an enterprise;
accessing the database for one or more customer records corresponding to the customer identification data;
receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer; and
providing actual circuit path information corresponding to a customer service based on the selected customer record, wherein the selected customer record contains the actual circuit path information having network components associated with the selected customer record and the network components support a specific service for the customer, and wherein the actual circuit

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path information is used to generate a graphical representation of a customer path spanning the customer and the specific service.

18. (Canceled).

19. (New) The method of claim 1, further comprising:

 sending the component access information to the element management system, the element management system retrieving network component information from at least one component in the network;

 receiving the network component information from the element management system; and

 storing the network component information in the generic information model database.

20. (New) The method of claim 16, further comprising:

 sending the component access information to the element management system, the element management system retrieving network component information from at least one component in the network;

 receiving the network component information from the element management system; and

 storing the network component information in the generic information model database.

21. (New) The method of claim 17, said populating step further comprising:

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sending the component access information to an element management system, the element management system retrieving network component information from at least one component in the network; receiving the network component information from the element management system; and storing the network component information in the permanent database.

22. (New) The method of claim 17, further comprising:

modifying the permanent database based on an automatic event.

23. (New) The method of claim 17, further comprising:

modifying the permanent database based on a manual event.